

SAP Community Call

For SAP Cloud ALM Experts

SAP SE
December 2022

PUBLIC

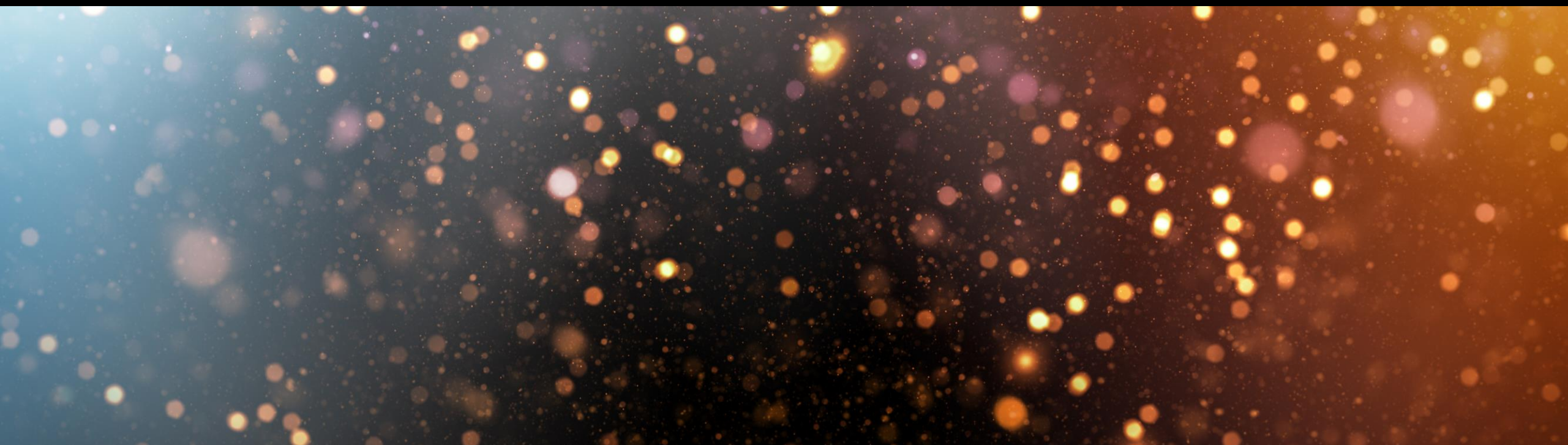
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Welcome



SAP Community Call for SAP Cloud ALM Experts | Agenda for **December 7, 2022**

Focus topic: **SAP Cloud ALM for Operations**

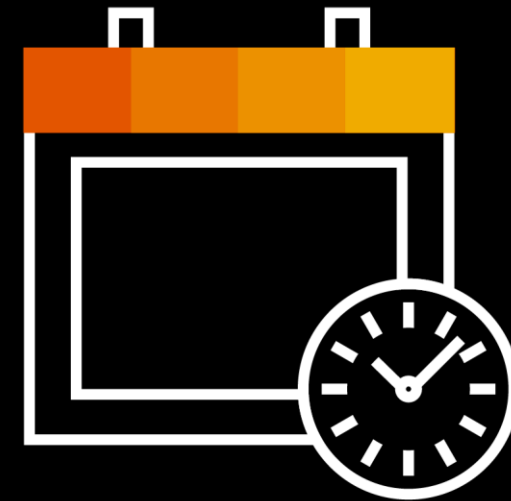
Welcome

Business Process Monitoring

We ask, you answer | Menti poll

Additional Information

You ask, we answer | Q&A



Speakers



Tonja Kehrer



Qendrim Kuqi



Tim Steuer



Vital Anderhub

Lightbox in SAP Cloud ALM is here to help

- SAP Community blogs
- Quarterly updates & event information
- User information
- Support & Service offerings

The screenshot shows the SAP Cloud ALM home page with a lightbox overlay. The lightbox title is "SAP Best Practice content completed!". The main text states: "SAP Cloud ALM now includes all major processes from SAP Best Practice, including:" followed by a list of processes: SAP S/4HANA Cloud, private edition; SAP S/4HANA Cloud, public edition; SAP S/4HANA; SAP SuccessFactors; SAP Ariba; and an ellipsis. A blue button in the top right of the lightbox says "Find all content in 'Manage Scopes'". A table of process assets is shown in the bottom right of the lightbox. A blue box in the bottom left of the lightbox lists "New features:" with two bullet points: "Copy process models and modify them, or" and "Create your custom processes".

SAP Best Practice content completed!

SAP Cloud ALM now includes all major processes from SAP Best Practice, including:

- SAP S/4HANA Cloud, private edition
- SAP S/4HANA Cloud, public edition
- SAP S/4HANA
- SAP SuccessFactors
- SAP Ariba
- ...

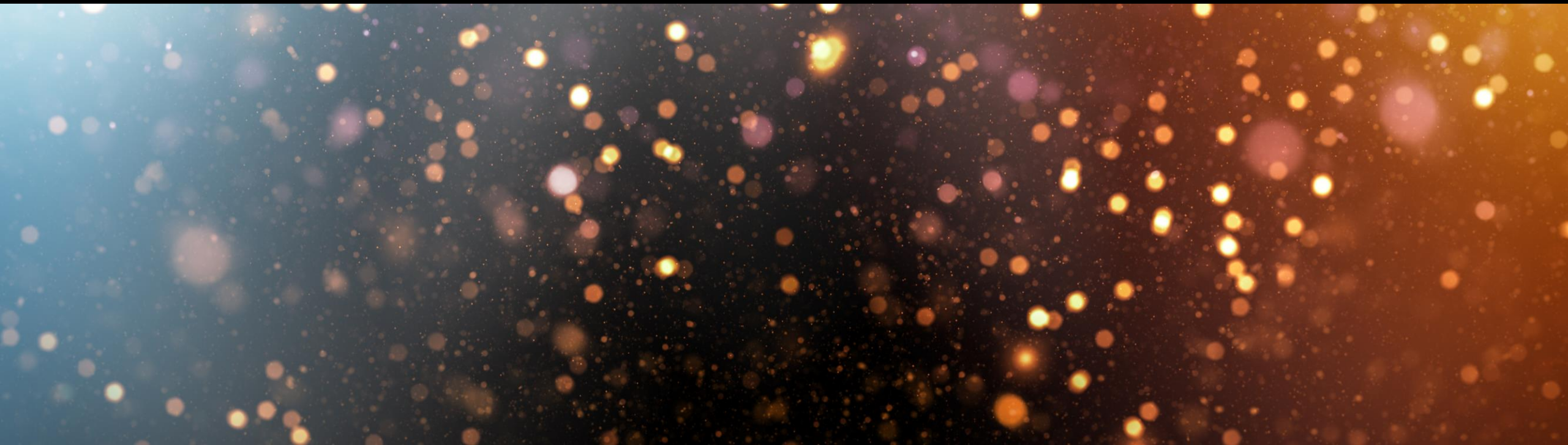
Find all content in "Manage Scopes"

Custom	SAP Ariba Buy & Receive	SAP Ariba Contract
Version: 2202	Version: 2202	Version: 2202
SAP Ariba Sourcing	SAP Ariba Spend Analysis	SAP Ariba Supplier Management
Version: 2202	Version: 2202	Version: 2202
SAP Best Practices for SAP Intelligent Robotic Process Automation integr.	SAP Best Practices for SAP Marketing Cloud	SAP Best Practices for SAP S/4HANA
Version: 2022	Version: 2208	Version: 2022
SAP Best Practices for SAP S/4HANA Cloud for public sector	SAP Best Practices for SAP SuccessFactors Compensation	SAP Best Practices for SAP SuccessFactors Employee Central
Version: 2206	Version: 2205	Version: 2205
SAP Best Practices for SAP	SAP Best Practices for SAP	SAP Best Practices for SAP

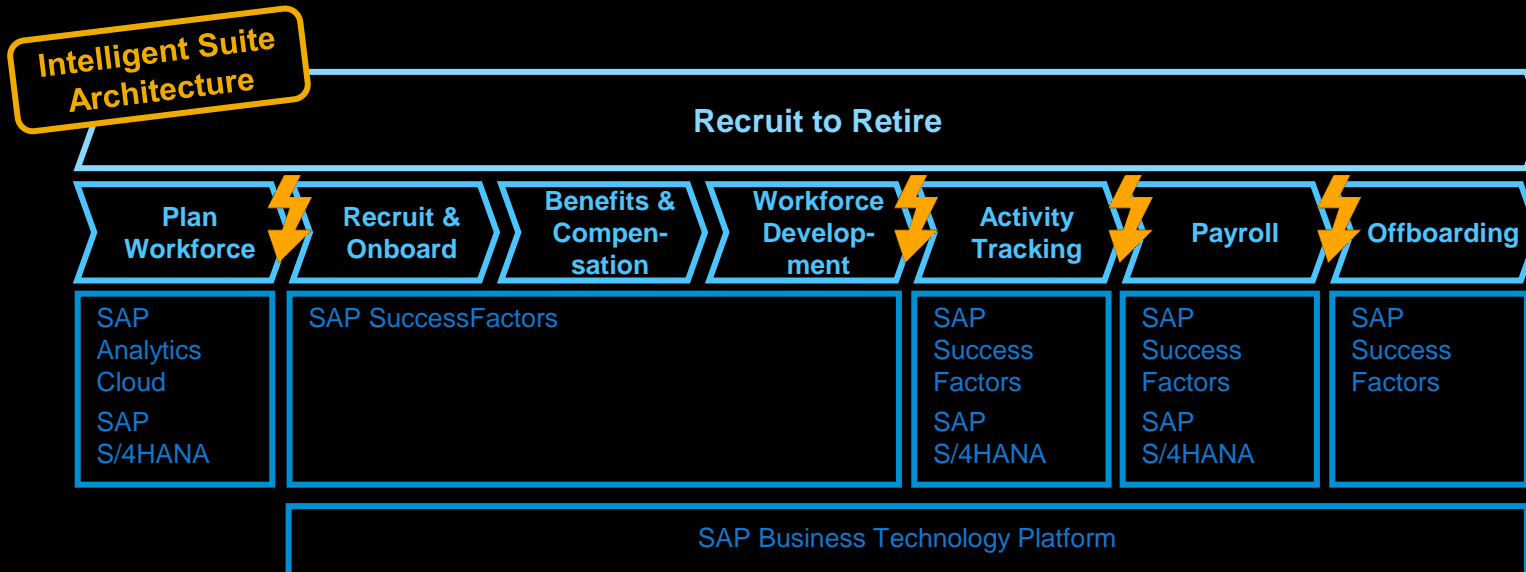
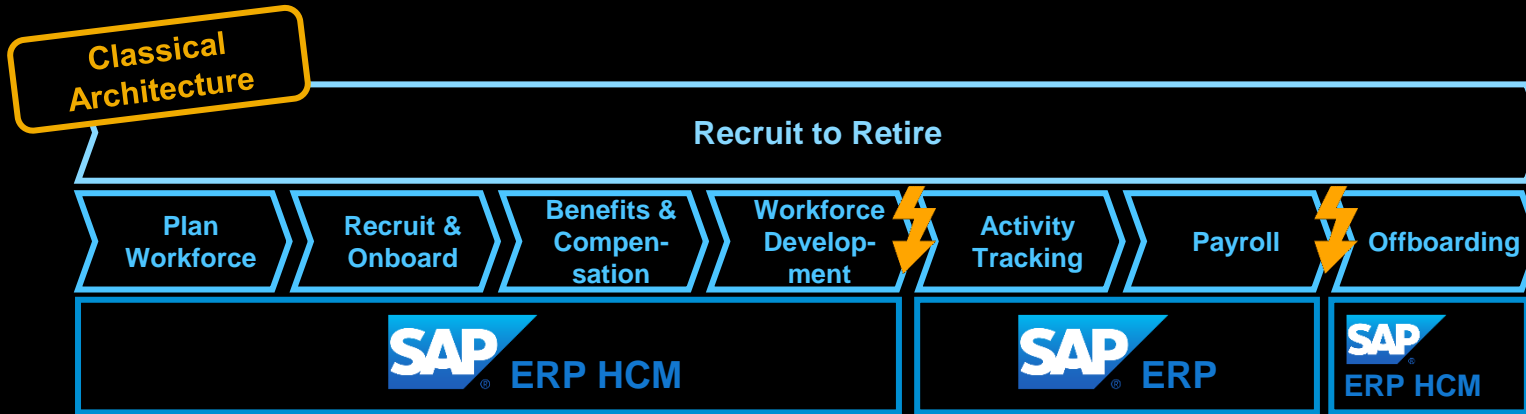
New features:

- Copy process models and modify them, or
- Create your custom processes

Business Process Monitoring



Why do we need central Business Process Monitoring?



With **SAP's Intelligent Suite** traditional SAP landscapes are transforming:

- Transform from a **monolithic to a multi-system & multi-service landscape**
- **Increased complexity to find and analyze issues** on business process, integration, user, and application level
- Increased demands for **end-to-end monitoring** of business processes, integration, and users

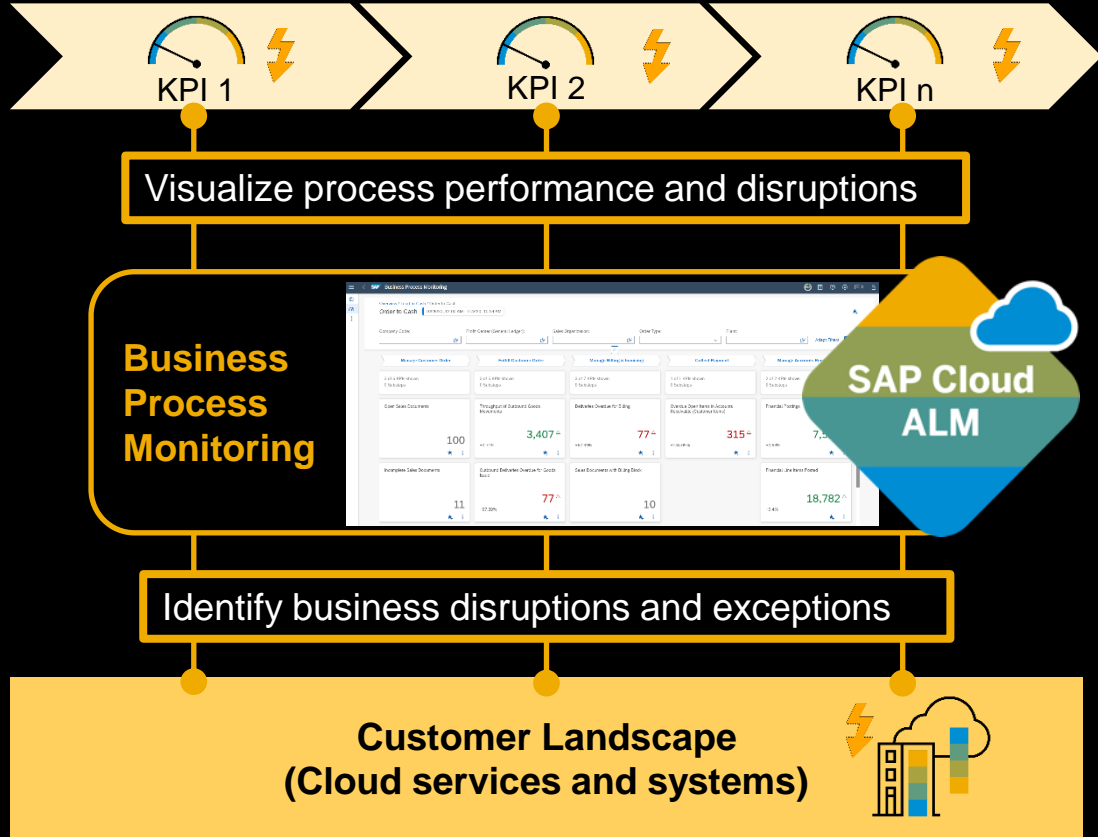
BPMON's objective is to ensure **business continuity**:

- **Find and analyze** operational business exceptions
- **Resolve** critical operational business exceptions
- **Provide transparency** on process performance

Business Process Monitoring

Detects operational issues in business process execution and reacts to it

Business Processes of the Intelligent Suite



- Provides **transparency on end-to-end business processes** within a distributed solution landscape
- Ensures **business continuity** to increase business process execution quality and performance
- **Monitors processes' health and detect anomalies** during process execution including **drill down to business documents**
- **Alerts users directly on process disruptions** including **automated problem resolution**
- Delivers **pre-defined process content** including **auto-discovery of relevant business process KPI's** to be switched on

Business Process Monitoring

Key personas and use cases

Process Manager
Lead to Cash



**Global / Local
Process Manager**
(LoB Management
/ Quality Lead)

I need to monitor my E2E Process:

- Monitor E2E process performance
- Understand critical business process deviations
- Receive automatic alerts in case performance thresholds are in danger or violated
- Collaborate on created and assigned tasks for critical exceptions
- Deep-dive into deviations to analyze root causes
- Understand past, current and predicted process performance along multiple dimensions

Order
Processing Agent



**Operational Responsible /
Executer**
(LoB Operation)

I need to monitor my operations:

- Monitor operative process performance
- See critical process deviations
- Check status of a specific document type (e.g. open sales orders)
- Receive automatic alerts in case performance thresholds are in danger or violated
- Collaborate on assigned tasks for critical exceptions

Application
Owner (IT)



**Global / Local
Application Owner**
(IT Operation)

I need to monitor operations of my solutions:

- Overview of critical technical deviations and affected processes
- Collaborate on assigned tasks for critical exceptions

Available KPIs



Business Process Monitoring

Available KPIs for Lead to Cash

Lead to Cash

- ✓ Sales Document Item Creation to Invoice Creation
- ✓ Sales Documents Created
- ✓ Sales Document Items Created
- ✓ Sales Documents with Delivery Block
- ✓ Sales Documents with Credit Block
- ✓ Sales Documents Open and Overdue for Delivery
- ✓ Open Sales Documents
- ✓ Incomplete Sales Documents
- ✓ **Missing Fields in Incomplete Sales Document Items***
- ✓ **Rejected Sales Document Items***
- ✓ Sales Documents with Billing Block
- ✓ Sales Document Items Overdue for Billing
- ✓ **Canceling Sales Invoices***
- ✓ **Distinct Errors During Billing Due Runs***
- ✓ Outbound Deliveries Overdue for Goods Issue
- ✓ Outbound Delivery Items Overdue for Goods Issue Posting
- ✓ Outbound Deliveries Created

- ✓ Deliveries Overdue for Billing
- ✓ Delivery Items Overdue for Billing
- ✓ **Customer Projects with Overdue "To Bill" Revenue****
- ✓ **Customer Projects with "To Write Off" Amount****
- ✓ **Customer Projects with "To Postpone"*****
- ✓ Deliveries Overdue for Picking
- ✓ Throughput of Outbound Goods Movements
- ✓ **Distinct Errors During Delivery Due Processing (Sales)***
- ✓ Overdue Sales Schedule Line Items*
- ✓ Sales Invoices Not Posted to Accounting
- ✓ Overdue Open Items in Accounts Receivable (Customer Items)
- ✓ Sales Invoice Line Items Created
- ✓ Sales Invoices Posted
- ✓ Financial Postings
- ✓ Financial Line Items Posted

- ✓ **Exceptions During Payment Runs***
- ✓ **Payment Runs per Company Code***
- ✓ Open Items in General Ledger Accounts (FI-GL)

SAP S/4HANA
Cloud

SAP S/4HANA
SAP S/4HANA Cloud, private
edition
SAP Business Suite

*new KPIs since 2022

**new KPIs since August 2022, only for
SAP S/4HANA Public Cloud Edition

See all available KPIs [online](#).

Business Process Monitoring

Available KPIs for Source to Pay and Design to Operate

Source to Pay

- ✓ Open and Overdue Purchase Requisition Items
- ✓ Purchase Requisition Items Created
- ✓ Purchase Orders Created
- ✓ Purchase Order Items Created
- ✓ Open and Overdue Purchase Order Items
- ✓ Blocked Purchase Order Items
- ✓ **Purchase Order Items Created After Invoice***
- ✓ Throughput of Inbound Goods Movements
- ✓ Inbound Deliveries Created
- ✓ Inbound Deliveries Overdue for Goods Receipt
- ✓ Inbound Delivery Items Overdue for Goods Receipt Posting
- ✓ Supplier Invoice Items Blocked for Payment
- ✓ Supplier Invoices Created
- ✓ Overdue Open Vendor Items in Accounts Payable

Design to Operate

- ✓ Production Orders Overdue for Release
- ✓ Production Orders Overdue for Final Confirmation
- ✓ Production Orders Overdue for Delivery Completion
- ✓ Production Orders Overdue for (Technical) Closure
- ✓ Overdue Production Orders Assigned to a Sales Document
- ✓ Process Orders Overdue for Release
- ✓ Process Orders Overdue for Final Confirmation
- ✓ Process Orders Overdue for Delivery Completion
- ✓ Process Orders Overdue for (Technical) Closure
- ✓ **Overdue Process Orders Assigned to Sales***
- ✓ Planned Orders with Opening Date in the Past
- ✓ Failed Goods Movements During Production Order Confirmation
- ✓ Failed Goods Movements During Process Order Confirmation
- ✓ Process Orders Created
- ✓ Production Orders Created
- ✓ Plant Maintenance Orders or Customer Service Orders Created

SAP S/4HANA
Cloud

SAP S/4HANA
SAP S/4HANA Cloud, private
edition
SAP Business Suite

*new KPIs since 2022

See all available KPIs [online](#).

Business Process Monitoring

Available KPIs for Recruit to Retire



- ✓ Job Requisitions Created
- ✓ Job Requisitions with Applications
- ✓ Job Requisitions Without Applications
- ✓ Job Requisitions Closed
- ✓ Job Requisition to Hiring (Time to Hire)
- ✓ Candidates Created
- ✓ Job Applications Created
- ✓ Job Applications in Status "Applied"
- ✓ Job Applications in Status "Not Applied"
- ✓ Job Offers Created
- ✓ Job Offers Pending
- ✓ Job Letters Created
- ✓ Job Letters Pending
- ✓ Send Date of Offer Letter to Candidate Response
- ✓ Contracts Created
- ✓ Contracts Created to Employee Start Date



See all available KPIs [online](#).

Newly delivered features



Data Collection Settings



Process Monitoring Administrators can now **define time filters to limit the number of collected documents.**

For example, you can decide to only collect documents that have been overdue for a certain amount of time

The screenshot shows the SAP Business Process Monitoring interface. At the top, it says "Manage KPIs / Incomplete Sales Documents". Below that, the title "Incomplete Sales Documents" is displayed with a "Deactivate" button. The breadcrumb path is "Lead to Cash > Order to Cash > Manage Customer Order". A table shows the following details:

Activation Status	Last Configuration Change	Current Global Value
Active	May 2, 2022	29,378

Below the table, there are tabs for "Information", "Events", and "Data Collection", with "Data Collection" being the active tab. Underneath, there is a "Filters" section with a plus sign to add more filters. Two filters are currently applied:

- Older Than x Days is 30
- Younger Than y Days is 60

Scope Selection



You can now **select the services and systems** whose business processes you want to monitor.

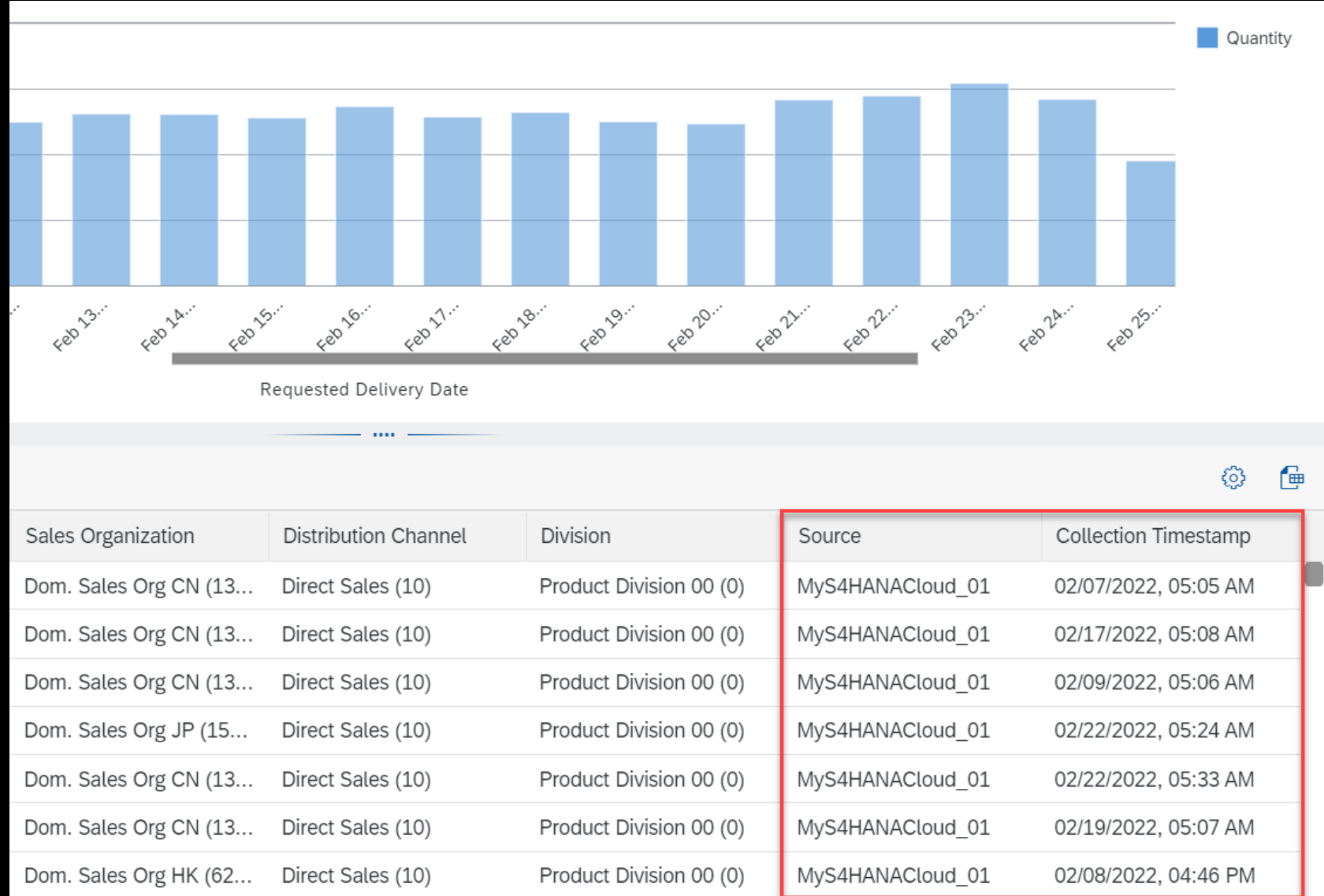
The screenshot shows the SAP Business Process Monitoring interface with a "Select a Scope" dialog box open. The dialog has a "Standard" dropdown menu and a "Search Text" input field. Below the search field is a table with 11 rows of services/systems. The table columns are Name, Description, Service Type, System Type, and System ID. The rows are as follows:

<input type="checkbox"/>	Name	Description	Service Type	System Type	System ID
<input type="checkbox"/>	SF_Incident_59793		SAP SuccessFactors HXM Suite		
<input type="checkbox"/>	ccf-715.wdf.sap.corp	CCF (ccf-715.wdf.sap.corp)	SAP S/4HANA Cloud		
<input type="checkbox"/>	my300470.s4hana.ondemand.com	CC8 (my300470.s4hana.ondemand...	SAP S/4HANA		
<input type="checkbox"/>	My_SF_SFPART058629		SAP SuccessFactors HXM Suite		
<input type="checkbox"/>	MySF_01	BPMon Demo	SAP SuccessFactors HXM Suite		
<input type="checkbox"/>	ccf-715.wdf.sap.corp	CCF (ccf-715.wdf.sap.corp)	SAP S/4HANA Cloud		
<input type="checkbox"/>	PSM4SFINTD	Internal Testing	SAP SuccessFactors HXM Suite		
<input type="checkbox"/>	PSM4SFINTD1		SAP SuccessFactors HXM Suite		
<input type="checkbox"/>	CCF715	CCF (CCF715)	SAP S/4HANA Cloud		
<input type="checkbox"/>	TestEvents4SFMA		SAP SuccessFactors HXM Suite		
<input type="checkbox"/>	ER1013	ER1 (ER1013)	SAP S/4HANA	ABAP	ER1

Line Item Information



In the KPI details table, you can now also view the **source system and collection timestamp** of each line item.



Links to S/4HANA Cloud



On the detail pages of KPIs that contain a **Sales Order Number** or **Sales Order Item Number**, you can now use the links to **navigate directly to the documents in the managed SAP S/4HANA Cloud** service. The links are only available for certain sales document types.


The screenshot shows the SAP Business Process Monitoring interface. The breadcrumb trail is "Overview / Lead to Cash / Order to Cash / Manage Customer Order / Open Sales Documents". The main heading is "Open Sales Documents" with a date range of "7/27/22, 12:00 AM - 8/3/22, 3:14 PM" and a filter set to "Unfiltered" with a count of "36,229". Below this is a table titled "Documents (36,229)". A red box highlights the first six rows of the table, which are all "Standard Order (TA)" documents. The document numbers are 0000001728, 0000003038, 0000005118, 0000006342, 0000006808, and 0000007658. The sales organizations are Dom. Sales Org NG (72...), Dom. Sales Org IN (1810), and Dom. Sales Org TH (68...). The distribution channels are all "Direct Sales (10)".

Document Number	Sales Document Type	Sales Organization	Distribution Channel	Division
0000001728	Standard Order (TA)	Dom. Sales Org NG (72...	Direct Sales (10)	Produ
0000003038	Standard Order (TA)	Dom. Sales Org IN (1810)	Direct Sales (10)	Produ
0000005118	Standard Order (TA)	Dom. Sales Org IN (1810)	Direct Sales (10)	Produ
0000006342	Standard Order (TA)	Dom. Sales Org TH (68...	Direct Sales (10)	Produ
0000006808	Standard Order (TA)	Dom. Sales Org TH (68...	Direct Sales (10)	Produ
0000007658	Standard Order (TA)	Dom. Sales Org IN (1810)	Direct Sales (10)	Produ


Improved Housekeeping - Retention Time for Single and Aggregated Executions



Global Settings

Data Volume 

Total Size: 176 MB

Aggregation 

Retention Time [days] for Single Executions:

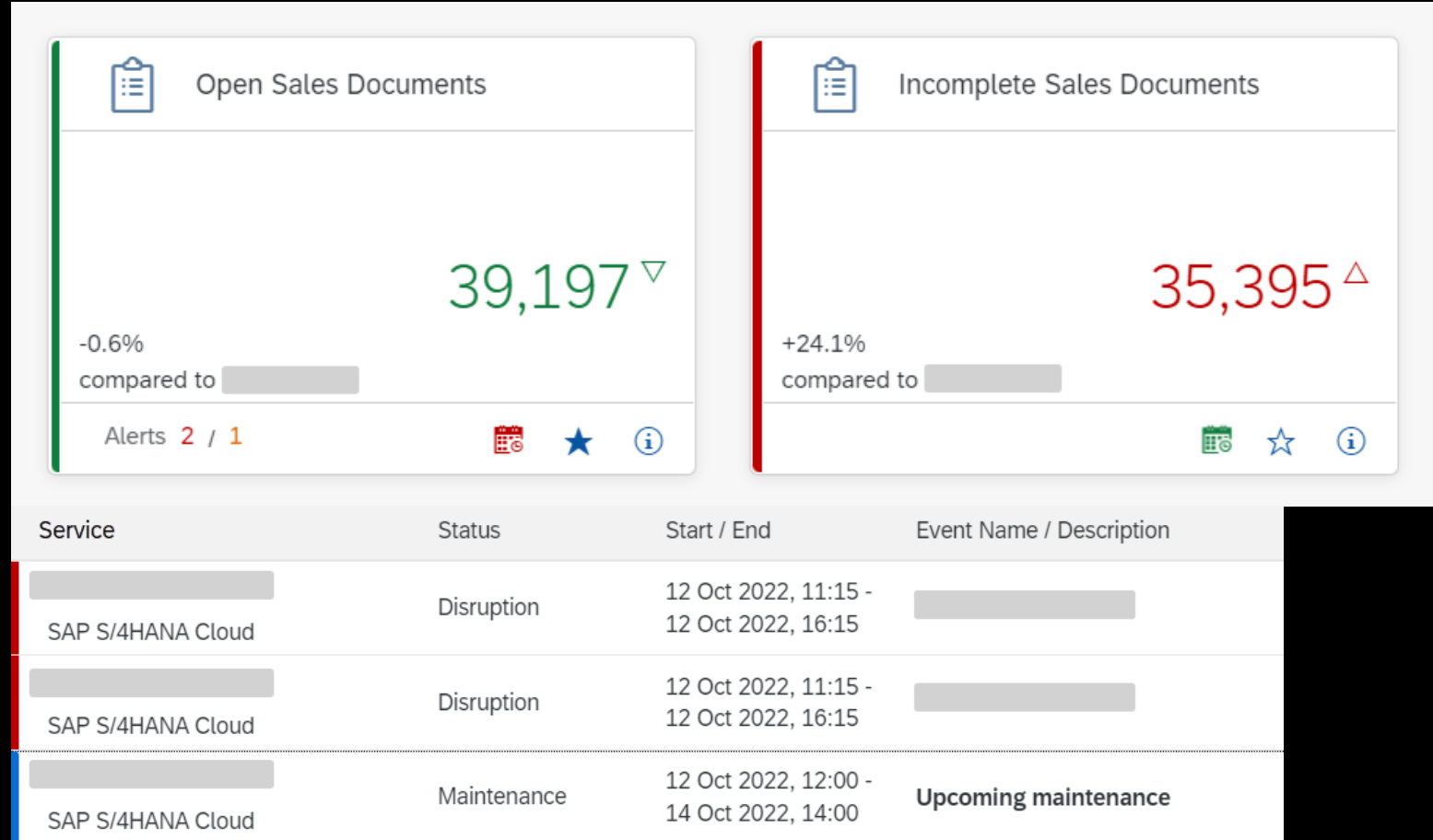
Retention Time [days] for Aggregated Executions:

As a **Process Monitoring Administrator**, you can now manage the **retention time** of **single business documents** and **aggregated data**.

Event situations for KPIs



You can now see **event information for your monitored services and systems** directly from the Business Process Monitoring dashboards. This helps you be aware of ongoing planned or unplanned downtimes of your services and systems, which are affecting your KPIs.



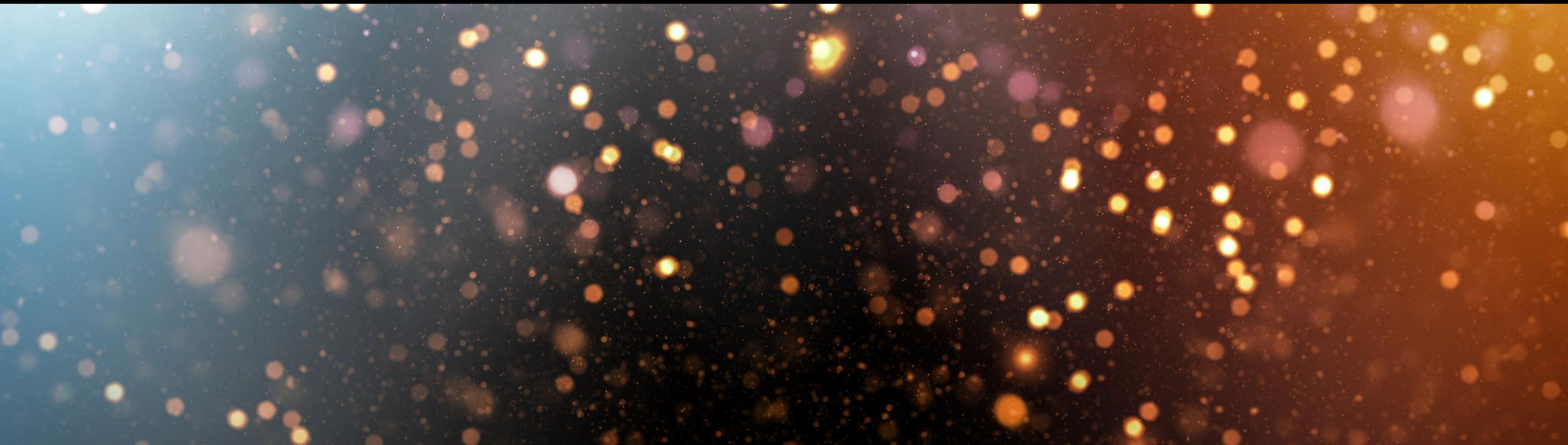
Demo



Demo



Poll



We ask, you answer!

Go to www.menti.com

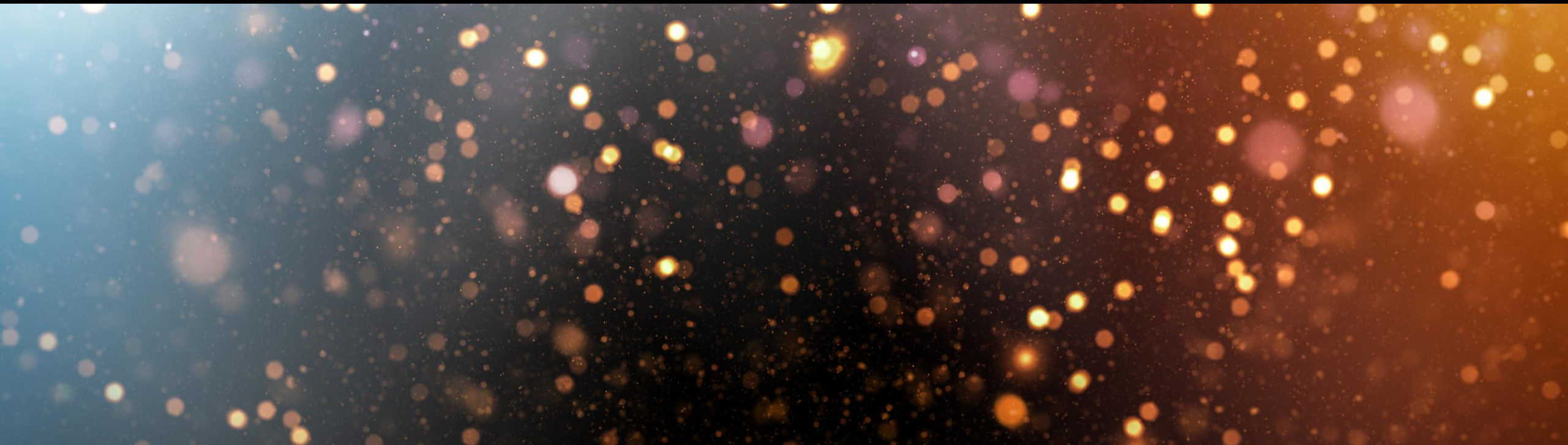
Enter code **2533 7371**

or use the QR code

<https://www.menti.com/al3vn1eazgpz>



Additional Information



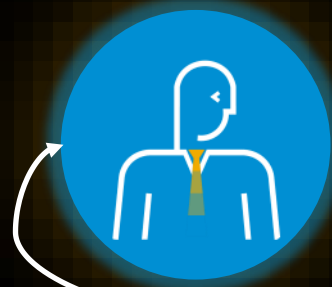
Be a part of SAP Community Call for SAP Cloud ALM Experts



Tonja Kehrer



Megha Nagar



This could be you



Michael Buse



Tim Steuer

Upcoming Events: Save the date!

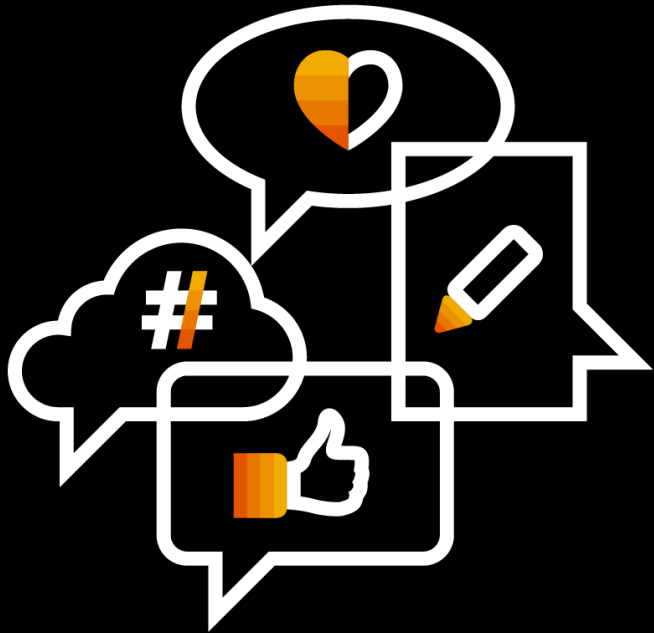
SAP Cloud ALM What's New Quarterly Update:

- **January 25 & 26** ([register](#))



Find all ALM Events here:
<https://support.sap.com/alm-events>

Join us on SAP Community!



Follow the tag [SAP Cloud ALM](#) on SAP Community

Engage with the best and brightest of the software industry

Learn from **blog posts** and **questions and answers**

We will be back!

The next SAP Community Call for SAP Cloud ALM Experts will take place on

February 1st, 4pm CET | 10am EST

The focus topic of this call will be: **Operations**

All registered participants will receive an e-mail invite for this call.

Q&A





Thank you & happy holidays.

Contact information:

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